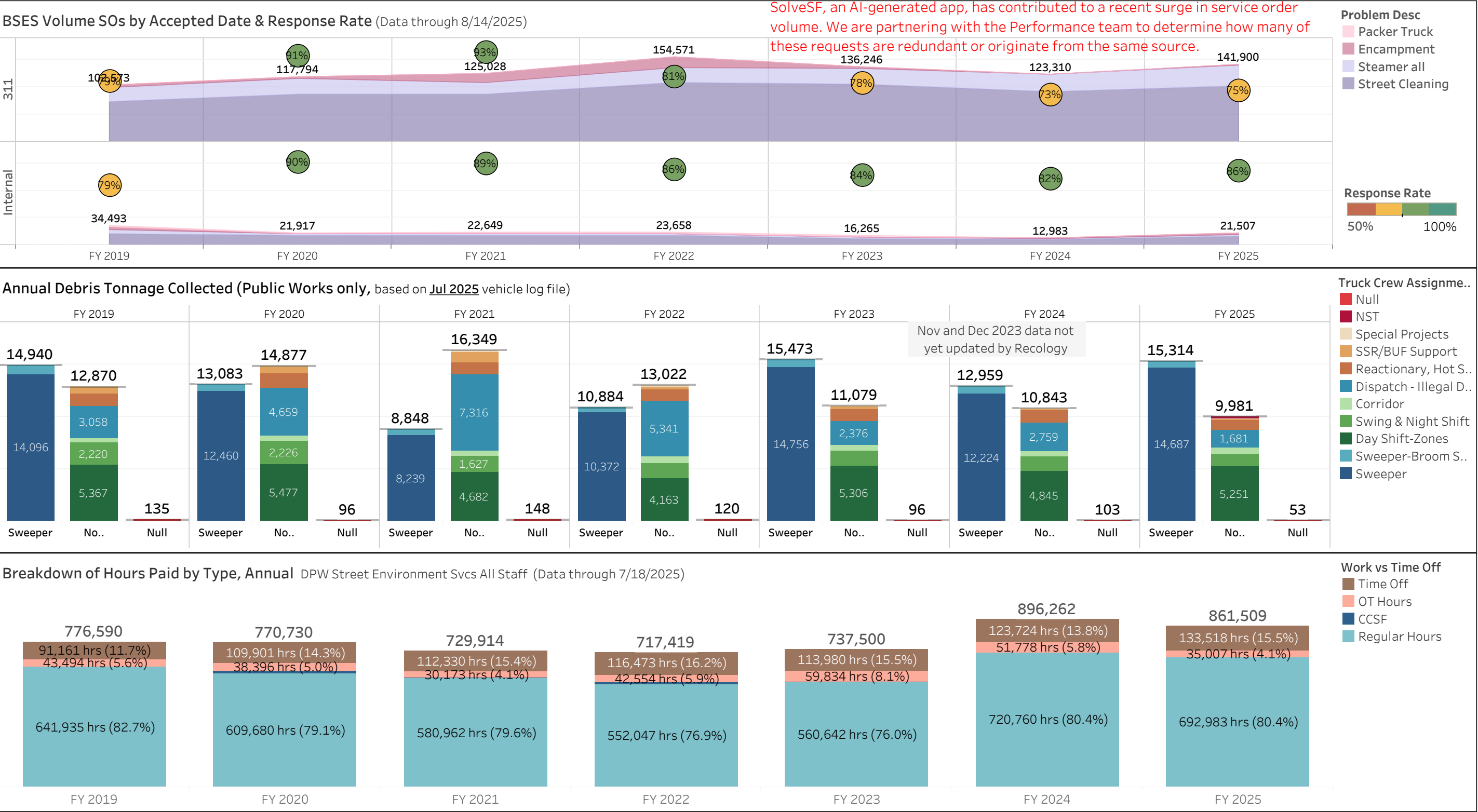


EXHIBIT B

to

**DECLARATION OF JONATHAN VAING IN
SUPPORT OF DEFENDANT CITY AND COUNTY
OF SAN FRANCISCO'S OPPOSITION TO
PLAINTIFFS' MOTION FOR PRELIMINARY
INJUNCTION**

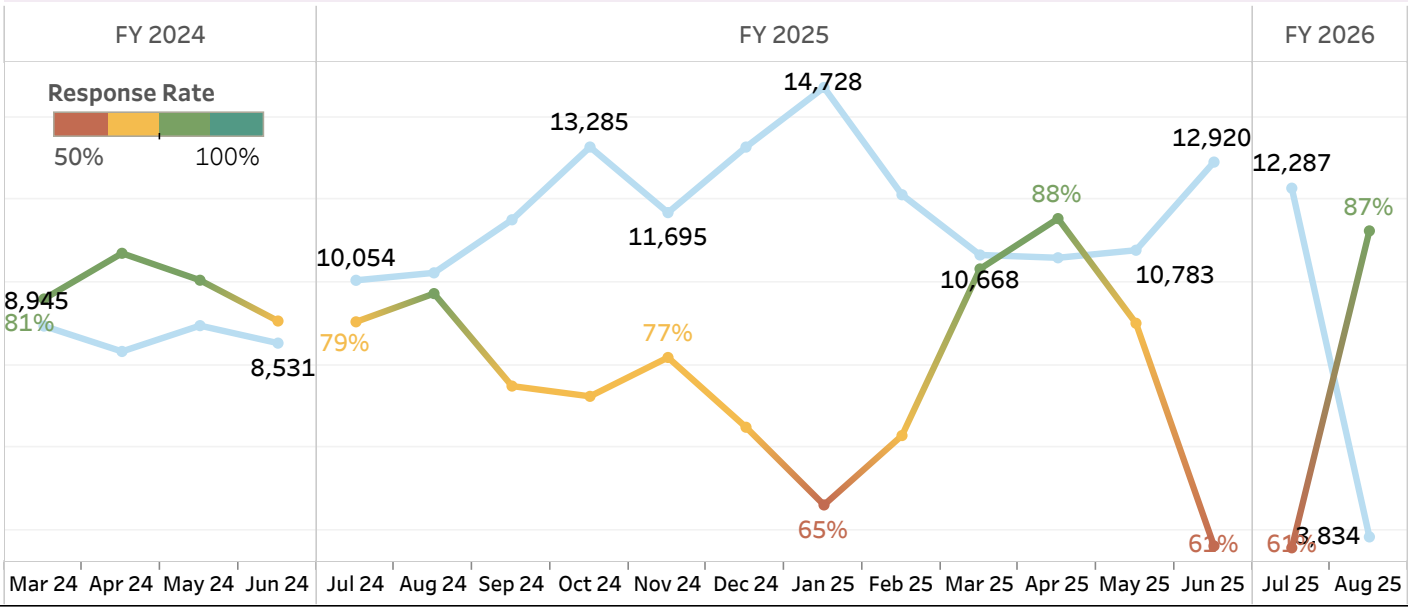
SES Fiscal Year Performance Metrics



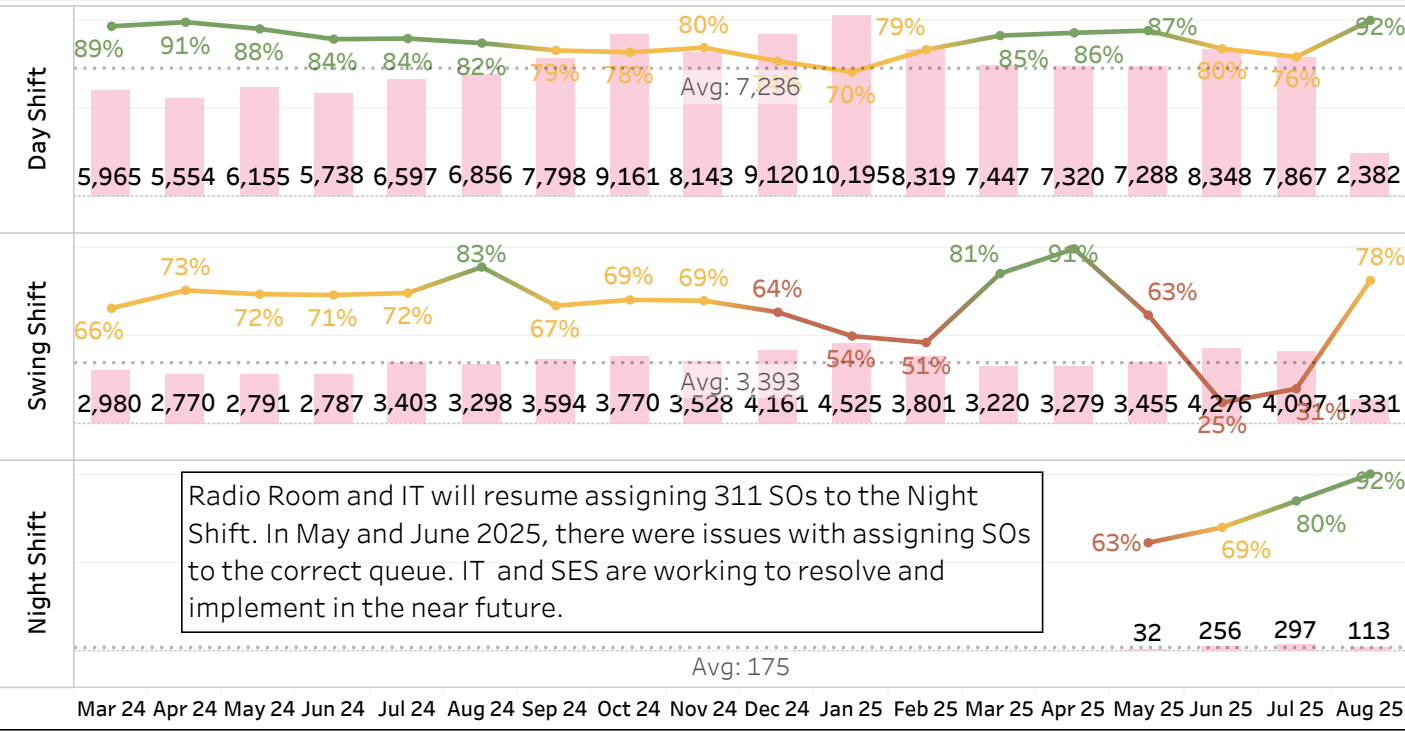
311 (External) Service Order Details

August 2025 PROJECTED Total:
9,941

311 SO Volume and Response Rate by Month of Accepted Date

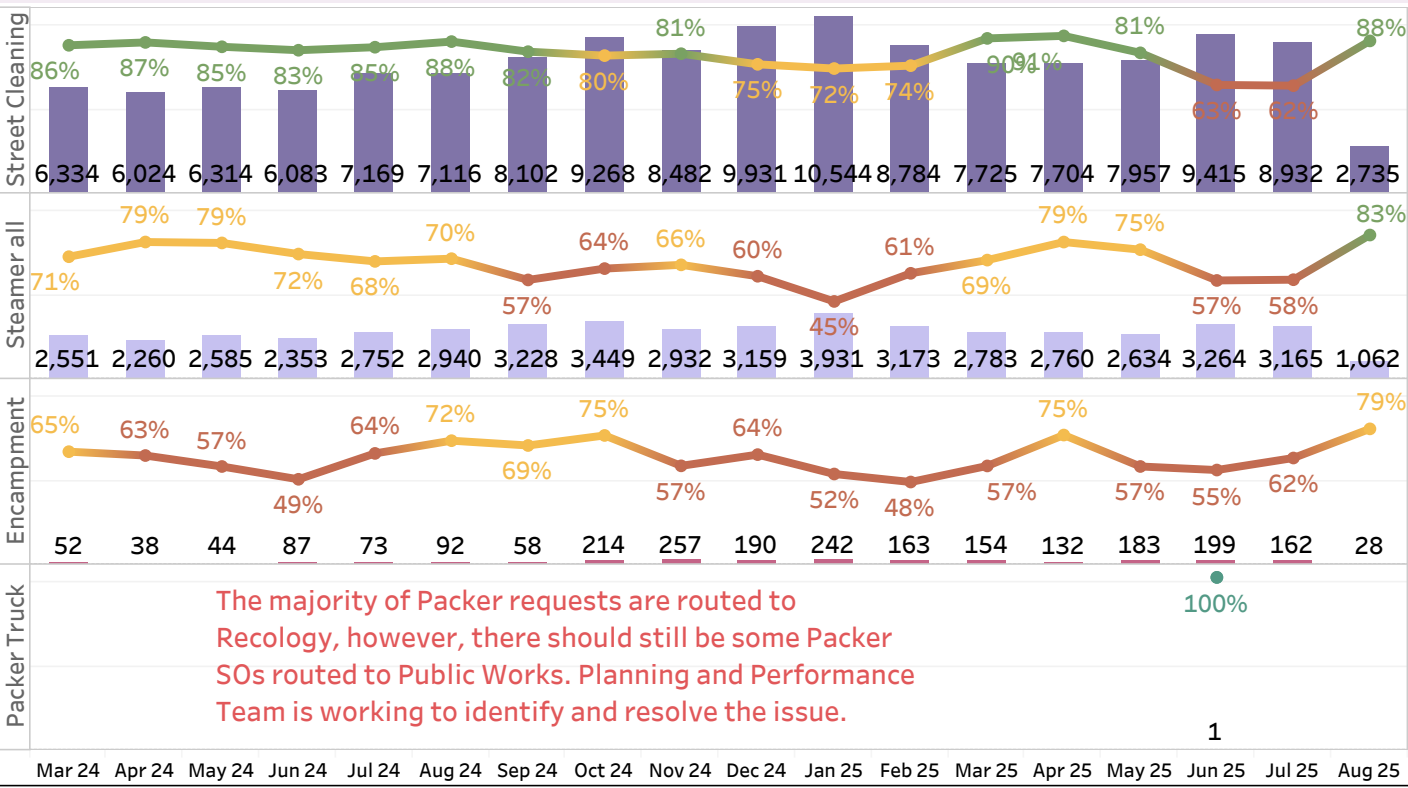


311 SO Volume and Response Rate by SHIFT



Radio Room and IT will resume assigning 311 SOs to the Night Shift. In May and June 2025, there were issues with assigning SOs to the correct queue. IT and SES are working to resolve and implement in the near future.

311 SO Volume and Response Rate by Problem Description



The majority of Packer requests are routed to Recology, however, there should still be some Packer SOs routed to Public Works. Planning and Performance Team is working to identify and resolve the issue.

311 SO Volume and Response Rate by ZONE



